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Town Of Fenwick
800 Coastal Hwy
Fenwick Island, DE 19944-4409

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December 15, 2009

Dear Valued Customer,

Starting in November 2009 and continuing through 2010, Delmarva Power will install new advanced metering technology (commonly referred to as "smart" meters) for all of its Delaware residential and business customers. This is part of our long-term investment to improve reliability and customer service.

The Delaware Public Service Commission has authorized this initiative and the federal government is encouraging these types of projects as part of the nationwide effort to improve energy efficiency and reduce carbon emissions.

Crews from Scope Services Inc., the company performing the work for Delmarva Power, will be in your community during the next several weeks and will visit your home or business to make the meter upgrade. Scope Services Inc. is a reputable firm that has been in business for more than four decades.

Scope Services' workforce will be driving white Ford Ranger pickup trucks with Scope Services and Delmarva Power signs on them. Each employee will wear a uniform and a photo identification badge.

It is important that installers have access to your meter. In cases where we have existing agreements to access meters, we will exercise those arrangements. Installation of the new equipment may require a brief interruption to your electric service. For customers in New Castle County with natural gas service, in most cases your gas service will not be affected.

This new technology will provide a variety of benefits and, ultimately, will have the ability to provide you with more detailed information about your energy use. Look for more information from Delmarva Power as this initiative proceeds. In the meantime, please review the accompanying factsheet.

If you have general questions about this installation or any other issue, please call our Customer Care Call Center at 800-375-7117. You will not need to contact Scope Services or Delmarva Power at this time to schedule an appointment for this meter exchange. If an appointment is needed, Scope Services will provide to you a door hanger with the necessary instructions.

Thank you in advance for your patience and cooperation. We appreciate the opportunity to provide you with safe and reliable service.

Sincerely,

Gary R. Stockbridge
President, Delmarva Power Region

DELAWARE

factsheet



Smart Community – Advanced Metering Infrastructure

- Delmarva Power is installing new advanced metering technology for all of its approximately 300,000 customers across Delaware from late 2009 through 2010.
- This initiative is part of Delmarva Power's Blueprint for the Future in which the company is seeking to help customers better manage their energy use, save money and help protect and preserve the environment.
- Delmarva Power is authorized by the Delaware Public Service Commission to proceed with the installation of new advanced meters for all Delmarva Power customers in the state. It is important that Delmarva Power and its contractor be able to access the equipment at your premise. Delmarva Power understands that customers lead busy lives and we will be flexible and will work with customers to schedule a convenient installation time if customer assistance is required to access the meter.
- These new meters ultimately will provide customers with a variety of benefits including rapid outage notification, detailed energy use information and fewer estimated bills. To help prepare yourself to make the most of this technology, Delmarva Power recommends that you sign up for the My Account service on the Delmarva Power Web site, an online feature that provides information on how to better manage your energy use and save money. Go to www.Delmarva.com and click onto the My Account section on the homepage.
- Crews from Scope Services Inc. will work throughout Delaware exchanging the old equipment for new. Scope Services Inc. employees will be identifiable by their trucks, uniforms and photo identification badges.
- You can prepare for your new meter by making sure any obstructions, defined as anything that blocks access to the meter such as improperly installed siding and/or other physical modifications, which could potentially prevent this meter exchange, are removed. Additionally, please make sure installers do not encounter locked gates, dogs in the yard, etc., which also could prevent a meter exchange.
- Installation of a new advanced meter will usually result in a brief interruption of electric service and customers may need to reset their clocks and other electronic equipment after the exchange. For customers in New Castle County with natural gas service, in most cases your gas service will not be affected.
- To minimize the inconvenience, installers will first knock on the door to notify the customer about their arrival and to allow the customer to prepare for a temporary service interruption. If no one answers, the installer will proceed to make the installation. In cases of multi-dwelling units, installers will notify the management office of their presence and proceed with meter exchanges.
- In most cases, an installer requires only a few minutes and can work without any involvement of the customer. In some cases, however, such as with indoor or inaccessible meters, installers may require special access to the meter. In cases where Delmarva Power has existing meter access arrangements with the customer, installers will access the meter in accordance with those existing arrangements.
- If no one is home and a meter is indoors or otherwise inaccessible, the installer will try again later. After several failed attempts, the installer will leave a card asking the customer to call and schedule another visit. Appointments will not be scheduled until Scope has attempted to access the meter.
- If crews find equipment that is unsafe or unable to accept a new meter, Delmarva Power will dispatch a crew to determine what corrective action must be taken and whether that work may be performed by Delmarva Power or must be performed by the customer.
- Please recognize that these are general guidelines the company will follow during the installation of new advanced metering technology. There may be exceptions which will be handled on a case-by-case basis.